



# SERVICE DESCRIPTION

## ADVANCED TECHNICAL SUPPORT SERVICES FOR ENTERPRISE

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### 1. Introduction

The Advanced Technical Support Service for Enterprise provides the customer with the integrated support to sustain and optimize their Fortinet appliances. The service is delivered by the Enterprise Advanced Services technical support team, who are experts in Fortinet and security technology, deployed in a typical enterprise environment. This scalable service has three levels ranging from focused technical support, up to a comprehensive set of services, which assist customers to achieve their IT business continuity objectives.

The Premium service delivers technical support excellence through fast track access to the advanced services team. It also includes training and certification, a customized account plan and pro-active after-hours support.

The Business service includes a designated engineer who will become familiar with the customer's environment and assist in regular ticket reviews. This level also includes bi-annual and root-cause analysis reporting, as well as, advanced service points which may be used to select the most appropriate service for their operational requirements.

The First service includes a technical account manager, who collaborates with the customer to build and maintain a long-term technical engagement providing technical support as well as operational reviews and quarterly reporting. The service also includes best practice guidance, upgrade assistance, extended software support to facilitate upgrade planning and advanced notifications.

The customer can optionally purchase an advanced services coordinator who acts as the customer's single point of contact for Fortinet services thus facilitating the customer's overall service delivery and ensuring timely responses through a focused communication channel.

### 2. Service Features & Deliverables

#### 2.1 Premium

- Access to the customer's regional Enterprise Advanced Services technical support team, for up to three designated contacts, on an 8x5 basis.
- Routing of technical support tickets and telephone calls directly to the team. Incidents logged after hours receive preferential handling and tickets created during this timeframe are routed back to the team for root cause analysis.
- Annual training package for three designated contacts comprising:
  - On-line self paced: NSE 1 (Foundation), NSE 2 (Solutions), NSE 3 (Advanced Solutions)
  - On-line instructor led: NSE 4 (FortiGate Configuration and Administration)
  - Certification (NSE 1-3 On-line), NSE-4 Certificate (for use in an authorized certification center).

The Enterprise Advanced Services support team will in addition perform the following type of remote activities:

- Provision of a support plan; a working document shared during the duration of the service including sharing of technical information (remote access, configurations and diagrams) as well as business escalation contacts.
- Critical incident response according to the advanced services SLA whereby Fortinet will target to respond to the customer within fifteen minutes for a Priority-1 or Priority-2 call. For Priority-3 tickets within the same business day and for Priority-4 tickets on the next business day.
- Ticket handling updates according to the advanced services SLA whereby Fortinet will provide ticket updates on ongoing analysis where an action is pending for Priority-1 tickets every three hours, for Priority-2 tickets twice a day, for Priority-3 tickets each day and for Priority 4-tickets every three days
- Pro-active ticket management for scheduled out-of-hours technical activity including reviewing information and liaison with global teams.



## 2.2 Business

In addition to the deliverables of the Premium service level the following additional services are applicable:

- Assignment of a designated Advanced Services Support Engineer (and nominated back-up), who will provide resolution of incoming technical support tickets for up to five designated contacts.
- Annual training package for three of the designated contacts for NSE 1-5:
  - On-line instructor led - NSE 5 (Management and Analysis).
  - Certification – on-line and certificate for use in an authorized examination center.
- Bi-annual reporting package that includes a summary of the service activity and performance.
- Six advanced service points – see section 3.

The designated Advanced Technical Support Engineer will perform the following type of remote activities:

- Resolve high priority incidents according to the advanced services critical incident SLA whereby Fortinet will provide a service restoration target time either through a provisional or final resolution to the technical issue within four hours from ticket creation for Priority-1 tickets. For Priority-2 tickets Fortinet will provide a workaround or final resolution target time of within twenty-four hours from ticket creation.
- Provide root cause analysis (RCA) reports for critical incidents (P1) related to Fortinet appliances.
- Conduct regular conference calls to track open tickets and report progress.

## 2.3 First

In addition to the deliverables of the Premium service level the following additional services are applicable:

- For first time usage, an on-site kick-off meeting to provide the necessary information for the correct set-up and operation of the service, which may include review of deliverables, support portal overview and account usage, case opening guidelines, nomination of designated contacts and establishing meeting schedules.
- Access to a designated Technical Account Manager (and nominated back-up) for up to ten designated contacts, who will provide focused resolution of incoming technical support tickets.
- Annual training package for five of the designated contacts for NSE 1-5:
  - Instructor led: NSE 5 (Management and Analysis).
  - Certification: on-line and NSE-5 certificate for use in a authorized certification center
- Extended technical support beyond the declared end-of-life of the appliance operating software, namely, an additional eighteen months comprising handling of technical tickets and provision of bug fixes where feasible.
- Sixteen advanced service points – see section 3.
- A quarterly operational review, which will at a minimum cover technical ticket statistics, quality issues, overall on-going ticket analysis, HW and SW obsolescence, ongoing activity and 90 day project planning.

The designated Technical Account Manager will perform the following type of remote activities:

- Conduct regular conference calls to discuss operational issues, track open tickets and facilitate a technical forum for discussing on-going projects.
- Resolve high priority incidents according to the advanced services critical incident SLA whereby Fortinet will provide a service restoration target time either through a provisional or final resolution to the technical issue within four hours from ticket creation for Priority-1 tickets. For Priority-2 tickets Fortinet will provide a workaround or final resolution target time of within twenty-four hours from ticket creation.
- Provide root cause analysis (RCA) reports for critical incidents (P1 and P2) related to Fortinet appliances.
- Provide on-going informal best practice advice on the utilization of Fortinet appliances including recommending key performance indicators for optimal management of appliances.
- Upgrade assistance for two Fortinet products year, which may include software recommendation, upgrade testing and planning assistance. For additional upgrades this is available using service points.
- Provide annual software recommendations for the customer's Fortinet appliances, based on a focused bug scrubbing and using the customer's communicated operational requirements.
- Notify the customer of any open critical issues (including software defects) that may potentially impact the customer's environment. This includes but is not limited to Priority-1 and Priority-2 issues logged by other customers.



- Advanced notification of PSIRT incidents (aim for twenty four to forty-eight hours before public disclosure), where feasible. It should be noted that an active non-disclosure agreement is a requirement to receive notifications.

## 2.4 Advanced Services Coordinator

The service includes the assignment of a designated Advanced Service Coordinator (and designated backup) available 8x5. The Advanced Service Coordinator acts as the single point of contact for queries on Fortinet services and will perform the following type of activities:

- Respond to service questions and provide follow-up as appropriate including requests to ensure service issues are resolved in a timely manner.
- Update on a regular basis the account plan to ensure the information is accurate and up-to-date.
- Manage the customer's service usage including tracking service points and contacts and verifying renewal status of the Advanced Service contract.
- Provide co-ordination for Fortinet services such as arranging activities for service points, engaging with other teams such as hardware replacement, customer service or for planning activities.

## 3. Advanced Service Points

The customer may choose from the following pre-set services depending on their requirement:

- Customer on-site visit: attendance at the customer location by the designated contact, for meetings or operational activities during a working day - three points per day.
- Remote after-hours assistance for maintenance windows by designated contact - one point per four hours.
- Product upgrade assistance: provide a software recommendation and an upgrade test check-list based upon lab testing using the customer's configuration - three points per product.
- Best practice report: a document outlining the best practice for a specific feature - two points per feature.
- Security analysis service: best practice configuration advice for FortiWeb and FortiDDoS – six points.

## 4. Customer Requirements & Responsibilities

- Designate an individual who will serve as a single point of contact for liaising with Fortinet for the duration of the service. This person should be able to assist with determining priorities of incidents, provide the names of the designated contacts (including nominating a PSIRT prime), facilitate signing of the NDA, and be responsible for usage of service points.
- Complete an NDA on an annual basis in order to receive PSIRT advanced notifications.
- Provide and maintain with Fortinet a list of designated contacts, it is not expected that more than one change per quarter will take place to this list.
- Assist with all reasonable requests to provide the information required to resolve incidents. This includes collaborating with Fortinet for resolution of critical issues, accepting that this may include service-impacting actions such as a reset or the reloading of a known working configuration and provide all necessary information to allow for root cause analysis
- Provide reasonable access to Fortinet appliances through electronic mechanisms such that problems may be diagnosed and corrected remotely.
- Provide five business days notification for planned activities as outlined in this document.
- Agree that Fortinet will only support generally available products and software releases unless we agree otherwise or in accordance with the conditions of Section 2.3 with reference to extended software support.
- During business hours designated contacts will be the interface to the Fortinet advanced services team.
- By purchasing the service, end user understands and agrees that Fortinet is not obligated to provide the service if end user fails to meet their requirements.

## 5. Scope & Conditions

- The services described in this document are a supplement to FortiCare™ and FortiGuard™ appliance services; a valid support contract is a pre-requisite for the delivery of technical support services.
- Unless otherwise specified, the service will be delivered in English.



- To benefit from extended software support, a valid service contract must be active before the declaration of the software end-of-life as outlined in the service lifecycle policy.
- Fortinet will make commercially reasonable efforts to ensure the continuity of the customer's assigned resource for the duration of the contract. For the Business and First service, it is accepted that there may be occasions, when technical support tickets are handled by engineers within the Advanced Services team other than designated contacts.
- An annual signed non-disclosure agreement is required between Fortinet and the customer for provision of advanced notifications.
- All service level agreements (SLA) including PSIRT notifications are targets, which Fortinet will make commercially reasonable efforts to achieve. The SLAs in this document are applicable for technical support tickets only, thus excluding RMA and customer service related tickets.
- The service covers all appliances with active service contracts in the customer's support portal account.
- Advanced service points are valid for the duration of the service and expire on the contract expiry date.
- The scope of the service is limited to the services in section two, as such any request by the customer, for services beyond the duration or scope will be provided at Fortinet's discretion and billable at the then-current rate.
- The service is open to the designated contacts determined by the customer, for critical and after hours incidents it is accepted that this may not be feasible and it is agreed this will not affect incident resolution.
- Fortinet reserves the right to modify or add items to the service points catalogue, provided, that the change has no effect on the customer's active service contract. Fortinet will inform users with active service contracts of modifications.
- This service is full-filled using a FortiCare™ service contract. Respective terms and conditions apply.

## 6. Eligibility & Purchasing

The service is available for purchase by an enterprise customer or end-user through authorized Fortinet resellers and distributors globally. The service is delivered to the customer or end-user of Fortinet products as referenced in the purchase order placed with Fortinet by a customer or Fortinet authorized partner or distributor.

The duration of the service is three hundred and sixty five days from activation per purchased service unit. The service may be cancelled by the end-user at any time and for any reason, but in no event will Fortinet refund any prepaid subscription fee. All sales are final.

### Purchasing Information:

Premium - Enterprise Technical Support Service	FP-10-PS001-701-02-12
Business - Enterprise Technical Support Service	FP-10-PS001-702-02-12
First - Enterprise Technical Support Service	FP-10-PS001-703-02-12
Advanced Services Coordination	FP-10-PS001-700-02-12